

## Successful Communication

Regular, effective communication between a manager and employee creates an environment of mutual trust and respect while optimizing productivity. To this point, the early establishment of a positive communication pattern begins before the employee's first day on the job.

Discussing each other's preferences can add clarity to both formal and informal exchanges from the earliest days in the manager employee relationship.

### Determine the preferred means of communication (e.g., in-person, phone, email, other).

- Do you generally prefer to talk in order to understand, read in order to understand, or do you have another preference? How does this preference influence how and when you choose to receive information?

### Set the expectation for communication with the employee.

- Will you have one-on-one meetings? How often will they occur? Who will schedule them? What's the format and how are topics selected? Individual meetings can improve morale by helping a new employee realize he/she is heard and valued. High morale generates a positive work environment. Use one-on-one sessions to inquire about the new employee's goals, skills, and interests.
- Do you have an open door policy in your department? This communication style works well when the manager is truly able to accommodate "drop-in" interruptions and is willing to give the employee his/her full attention.
- When the employee has an issue that he/she would like to discuss, how would you like to handle it?
- If the new employee has an idea for changing or improving something, what is the most effective manner for him/her to introduce the idea to you? Would you prefer an initial question, an emerging idea, or a well thought-out plan?

### Clarify any Fermilab specific language frequently used in the workplace.

- What are the commonly used acronyms and abbreviations the employee should be aware of?